



DPW

PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Group Art Unit: 2661
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>TRANSMITTAL LETTER</u></b>
Filed: July 31, 2003	)	162 N. Wolfe Road
For: <b>CONTACT CENTER</b>	)	Sunnyvale, CA 94086
<b>ARCHITECTURE</b>	)	(408) 530-9700
		Customer No.: 28960

MS: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

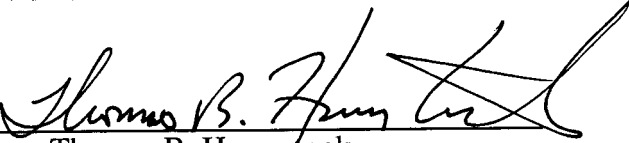
Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including a copy of the reference contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

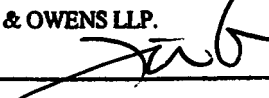
Dated: 7-22-05

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.  
Date: 7/22/05 By: 



PATENT  
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In re Application of:

Carl Schoeneberger et al.

Serial No.: 10/632,615

Filed: July 31, 2003

For: **CONTACT CENTER  
ARCHITECTURE**

) Group Art Unit: 2661

) Examiner:

) **CERTIFICATION FOR**  
) **SUPPLEMENTAL INFORMATION**  
) **DISCLOSURE STATEMENT UNDER 37**  
) **CFR § 1.97(e)**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

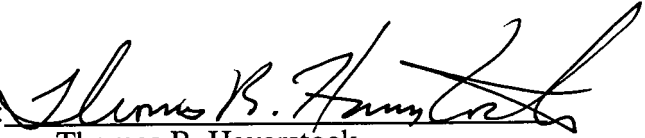
I, the person signing below, hereby certify that the printed publication contained in the enclosed supplemental information disclosure statement was cited within an Official Action mailed on June 28, 2005. **Accordingly, I hereby certify that the reference contained within this supplemental information disclosure statement was not cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, the reference contained within this supplemental information disclosure statement was not known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2).**

**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 7-22-05

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

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**HAVERSTOCK & OWENS LLP.**

Date: \_\_\_\_\_ By: \_\_\_\_\_



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Attorney Docket No.: NUASI-00101

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Carl Schoeneberger et al.	)	Examiner:
	)	
Serial No.: 10/632,615	)	<b><u>SUPPLEMENTAL INFORMATION</u></b>
	)	<b><u>DISCLOSURE STATEMENT</u></b>
	)	
Filed: July 31, 2003	)	
	)	162 N. Wolfe Road
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<b>ARCHITECTURE</b>	)	(408) 530-9700

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MS: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citation listed below, copy attached, may be material to the examination of the above-identified application, and is therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make this citation of official record in this application.

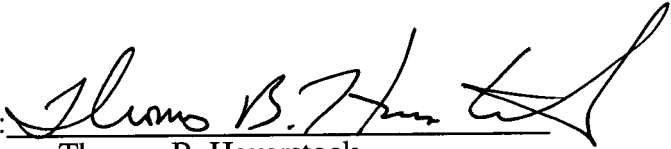
Applicants have become aware of the following printed publication which may be material to the examination of this application:

- U.S. Patent No. 6,301,480 B1.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that this citation constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 7-22-05

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

**CERTIFICATE OF MAILING (37 CFR § 1.8(a))**

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HAVERSTOCK & OWENS LLP.  
Date: 7/22/05 By: 

FORM PTO-1449  
(Modified)U.S. Department of Commerce  
Patent and Trademark Office

Attorney Docket No.: NUASI-00101

Serial No.: 10/632,615

INFORMATION DISCLOSURE STATEMENT BY APPLICANT  
(Use Several Sheets If Necessary)

Applicants: Carl Schoeneberger et al.

(37 CFR § 1.98(b))

Filing Date: July 31, 2003

Group Art Unit: 2661

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,301,480 B1	10/09/2001	Kennedy, III et al.	455	445	09/05/1997
	AB						
	AC						
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:

Date Considered:

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.